

## **FREQUENTLY ASKED QUESTIONS ABOUT PROVIDER ENROLLMENT PROCEDURES**

This FAQ addresses nearly 90% of the calls received by the Provider Relations Branch of the Commission for Children with Special Health Care Needs (CCSHCN). To obtain First Steps provider information from the Web:

- Enter: <http://commissionkids.state.ky.us>  
This will take you to the CCSHCN “home page” which says “Welcome to the CCSHCN...”
- From the CCSHCN home page, click on “*First Steps*” in the upper left hand corner of the page. This will take you to the First Steps “home page”  
  
(You also can go to directly to the First Steps home page by typing in this URL: <http://commissionkids.state.ky.us/firststeps/default.htm> )
- Scroll down the First Steps home page and click on [Link to Provider Information](#).
- This will take you to the First Steps Provider Information Home Page. By clicking on the links, which are in blue and underlined, you can access information about provider enrollment and re-enrollment, provider requirements, etc.

Each of the web sites referenced below can be accessed by clicking on links from the First Steps Provider Information Home Page.

### **RENEWALS OF EXISTING PROVIDER AGREEMENTS**

1. What forms do I need to submit to renew my First Steps contract?

You must fully complete and sign forms 5 (Provider Agreement); 6 (CBIS Provider Enrollment); and 8 (Electronic Media Addendum. In addition to the forms, you must submit the appropriate credentials required by First Steps for your provider discipline. Before you begin, please carefully read all instructions. **SUBMITTING INCOMPLETE OR UNSIGNED FORMS WILL DELAY YOUR APPROVAL.**

Form 5: First Steps Provider Agreement

[Instructions](#) for form 5

[Form 5](#)

Form 6: First Steps CBIS Provider Enrollment Form

[Instructions](#) for form 6

[Form 6](#)

Form 8: First Steps Electronic Media Addendum

[Instructions](#) for form 8

[Form 8](#)

2. Do I have to complete Form 8: Electronic Media Addendum?

Yes. CBIS has requested that all providers complete this form even if you are not currently or do not plan to bill electronically. It covers you in the event that you must fax or e-mail information to CBIS, even if you do it only one time.

3. How do I get Natural Environments Training?

Your [Technical Assistance Team](#) Program Consultant has a video that you can view if you have not attended the training. **YOU MUST SUBMIT A CERTIFICATE OR OTHER DOCUMENTATION FROM YOUR TECHNICAL ASSISTANCE TEAM VERIFYING THAT YOU ATTENDED NATURAL ENVIRONMENTS TRAINING. DO NOT SUBMIT YOUR RENEWAL WITHOUT IT.**

## HOW TO ADD STAFF TO AN EXISTING PROVIDER AGREEMENT

4. How do I add staff to my existing contract?

You must carefully complete and submit [Form 6- ADD](#) (CBIS Provider Enrollment Form, Addendum). Do not forget to include the appropriate credentials required by First Steps for that discipline. **IF YOU SUBMIT INCOMPLETE OR UNSIGNED FORMS, IT WILL DELAY APPROVAL. THE PERSON YOU ARE ADDING CANNOT BEGIN TO PROVIDE SERVICES UNTIL THE ADDENDUM IS APPROVED.**

[Procedures for Submitting an Addendum to Change/Modify an Existing Provider Agreement](#)

## HOW DO I BECOME A NEW FIRST STEPS PROVIDER

5. How do I become a First Steps Provider?

Carefully read the procedures for becoming a new provider. Complete the required forms according to the instructions. Send in the required information to document your credentials. **SUBMITTING INCOMPLETE OR UNSIGNED FORMS WILL DELAY APPROVAL.**

[Procedures For Becoming a New First Steps Provider](#)

6. Who do I contact if I have a question that I can't find the answer to on the First Steps provider website?

Call the First Steps [Technical Assistance Program Consultant](#) assigned to your region.